



AI Trusted Advisors – Voice AI Case Study

■ Hotels

Client Challenge: Hotels face overwhelming inbound call volume: guests calling to change reservations, service requests tying up the front desk, and international guests struggling with language barriers. These led to hold times, missed upsell opportunities, and lower satisfaction scores.

Voice AI Solution: Voice AI automated reservation changes, synced with PMS, routed service requests instantly, and handled calls in multiple languages. This gave 24/7 coverage with no delays.

Results in 30–60 Days: Guest satisfaction scores improved by 18%, front desk call load reduced by 12 hours/week, ROI achieved with increased upsells and reduced labor strain.

How They Benefited:

- Guests received faster service with zero hold times
- Staff focused on in-person guest care
- Loyalty scores improved, leading to repeat bookings
- Higher conversion of upsells (late checkout, upgrades, dining)

Key Benefits:

- Eliminate guest hold times
- Capture upsell opportunities
- Reduce staff workload
- Deliver multilingual 24/7 service

“With Voice AI, we eliminated guest hold times and improved upsells. Our front desk is finally free to focus on the guest experience.”